



North Carolina Department of Health and Human Services

Division of Information Resource Management
2015 Mail Service Center • Raleigh, NC 27699-2015
Tel: 919-855-3000 • Fax: 919-733-8871

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Karen Tomczak, Director

September 12, 2006

Re: Online Verification System (OLV)

Dear County Director of Social Services:

In the first quarter of 2006, NC FAST notified counties that several SCC4 options (SOLQ, BENDEX and ESC) would be disabled in the second quarter. As a result of that notification, usage of OLV increased almost 40% between December 2005 and July 2006.

Because of the increase in OLV usage, additional issues have been identified. Our technical staff continues to work on resolution of the issues. I want to ensure you these issues will be addressed and resolved prior to disabling the SCC4 options (SOLQ, BENDEX and ESC). You will receive a notice at least three weeks in advance of the date we plan to disable these options (SOLQ, BENDEX and ESC). For your information a list and status of OLV issues and enhancements is posted on the NC FAST web site <http://www.ncdhhs.gov/ncfast/olv/index.htm>.

Should your staff encounter any problems as they continue using OLV, please report them to the DHHS Customer Support Center at 919-855-3200 (select option 2).

Thank you for your continued patience and support of OLV.

Sincerely,

A handwritten signature in cursive script that reads "Bonnie Knowles".

Bonnie Knowles,
NC FAST Program Director

Cc: Karen Tomczak, Director, Division of Information Resource Management
L. Allen Dobson Jr., Director, Division of Medical Assistance
Sherry Bradsher, Director, Division of Social Services
Dennis Streets, Director, Division of Aging and Adult Services
Rob Kindsvatter, Director, Division of Child Development
Angela Taylor, Projects Office Manager, Division of Information Resource Management